

NOTICE OF PROPOSED RULE ADOPTION
STATE OF MISSISSIPPI
MISSISSIPPI PUBLIC SERVICE COMMISSION

Mississippi Public Service Commission
c/o Executive Secretary of Commission
Post Office Box 1174:
Jackson, Mississippi 39215-1174
(601) 961-5434

Specific Legal Authority authorizing the promulgation of Rule:

Miss. Code Ann. Sec. 77-3-45

Reference to Rules repealed, amended or suspended by the Proposed Rule:

Explanation of the Purpose of the Proposed Rule and the reason(s) for proposing the rule:

The new proposed Rule 71 of the rule and Regulations Governing Public Utility Service is a Ratepayer Bill of Rights for Residential ratepayers.

This rule is proposed as a ☒ Final Rule, and/or a ☐ Temporary Rule (Check one or both boxes as applicable.)

Persons may present their views on the proposed rule by addressing written comments to the agency at the above address. Persons making comments should include their name and address, as well as other contact information, and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

Oral Proceeding:

Check one box below:

☒ An oral proceeding is scheduled on this rule on Date: 05/04/10 Time: 10:30 am
Place: 501 N. West Street, Woolfolk State Office Building, 1st Floor, PSC Courtroom, Jackson, MS 39201

☐ If you wish to be heard and present evidence at the oral proceeding you must make a written request to the agency at the above address at least 30 day(s) prior to the proceeding to be placed on the agenda. The request should include your name, address, telephone number as well as other contact information; and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

☐ An oral proceeding is not scheduled on this rule. Where an oral proceeding is not scheduled, an oral proceeding will be held if a written request for an oral proceeding is submitted by a political subdivision, an agency or ten (10) persons. The written request should be submitted to the agency contact person at the above address within twenty (20) days after the filing of this notice of proposed rule adoption and should include the name, address and telephone number of the person(s) making the request; and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

Economic Impact Statement:

Check one box below:

☐ The agency has determined that an economic impact statement is not required for this rule, or

☒ The concise summary of the economic impact statement required is attached.

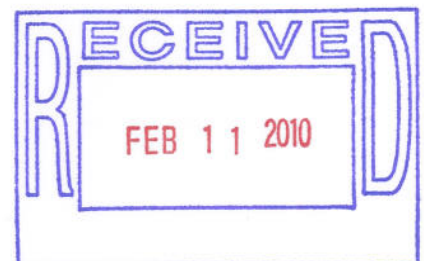
The entire text of the Proposed Rule including the text of any rule being amended or changed is attached.

Date Rule Proposed: 02/11/10

Proposed Effective Date of Rule: 05/04/10

Signature and Title of Person Submitting Rule for Filing

SOS FORM APA 001
Effective Date 07/29/2005



CONCISE SUMMARY OF ECONOMIC IMPACT STATEMENT

STATE OF MISSISSIPPI MISSISSIPPI PUBLIC SERVICE COMMISSION

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Post Office Box 1174:
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Specific Legal Authority authorizing the promulgation of
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Miss. Code Ann. Sec. 77-3-45

Reference to Rules repealed, amended or suspended by the
Proposed Rule:

An Economic Impact Statement is required for this proposed rule by Section 25-43-3.105 of the Administrative Procedures Law. This is a Concise Summary of the Economic Impact Statement which must be filed with the Notice of Proposed Rule Adoption in the Secretary of State's Office. The full text of the Economic Impact Statement may be obtained from the agency contact person at the above address.

Persons may present their views by submitting written comments on the proposed rule adoption to the agency contact person at the above address. Additional information on where, when and how persons may present their views or demand an oral proceeding on the proposed rule are included in the Notice of Proposed Rule Adoption to which this is attached.

a. Description of the need for and the benefits of the proposed rule:

Utility customers would not have to navigate through each utility's automated call management system. Utility customers would experience more consistency in the manner in which their utility service requests are handled. Utility customers would appreciate person service and would sense more goodwill for their utility rate level.

b. Cost estimate to the agency and other state or local government entities:

Cost to the agency or other government agencies are estimated to be minimal

c. Estimate of the cost or economic benefit to all persons:

Estimated total cost for all utilities is approximately \$6.6 million per year.

d. Analysis of the impact on small business:

Minimal impact is anticipated

e. Comparison of the costs and benefits of the proposed rule to the probable costs and benefits of not adopting the rule:

AT&T estimates the cost of compliance at approx. \$4 million per year. Entergy estimates its costs to be \$600,000 per year. Compliance by the hundreds of water and sewer companies could cost in excess of \$2 million per year. Benefits cannot be qualified in dollar amounts, but the qualitative benefits cite in section (a) may be substantial.

f. Determination as to whether less costly or less intrusive methods exist to achieve the purpose of the rule:

The Commission has assessed the alternatives of continuing under present rules and the suggestions of utilities to modify the right 19.

g. Description of reasonable alternative methods and reasons for rejection of the alternative methods:

AT&T proposes a rule that requires the option of speaking to a live person be presented within a specified period of time to the caller. The commission has assessed the alternatives and believes that Right 19 provides enough benefits to offset any costs asserted by AT&T, Entergy or the estimated costs for other utilities. The Commission has formulated Right 19 as the result of a good faith effort.

f. Data and methodology in making the estimates in the economic impact statement:

Data for AT&T and Entergy were provided in response to data requests. Data for the water and sewer companies were estimates.

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